



MOHAMMED ADIL

IT SUPPORT ENGINEER

My Contact

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📍 Dubai, UAE

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D.O.B : 07-10-1997

Hard Skills

- A technical, logical thought process
- An ability to stick to strict deadlines
- An ability to prioritise and delegate
- A keen eye for detail

Language

- Tamil - Native
- English - Professional
- Malayalam - Intermediate
- Hindi - Beginner

Education Background

- Crescent University
Bachelor in Mechanical Engineering
Completed in 2020
- Chellamal high school
Group : Bio-Maths
Completed in 2016

OBJECTIVE

IT Support Engineer with 2 year of experience in providing comprehensive technical support to end-users. Successful in installing, configuring applications on Windows operating systems and providing IT technical support. Collaborate with team and Managers to complete the task in time with the ability to discover issues, resolve defects and ensure client expectations are met with high-quality support.

Professional Experience

IT Support Engineer | Desert wonders computer LLC

2020 - 2022

Key responsibilities:

- Installing and configuring computer hardware, software, systems, networks, printers, and scanners.
- Monitoring and maintaining computer systems and networks,
- Responding in a timely manner to service issues and requests,
- Providing technical support across the company (this may be in person or over the phone),
- Setting up accounts for new users,
- Repairing and replacing equipment as necessary,
- Testing new technology.

Core Skills

- Ability to process and understand data quickly
- Strong researching and sourcing skills
- Comfortable working with clients from diverse backgrounds
- Excellent written and oral communication skills
- Ability to use computer databases to keep and organize records
- Experienced collaborator who enjoys the team environment
- Ability to assist others in developing purchasing strategies
- Analyze purchasing patterns and prepare cost studies
- Excellent at developing vendor relations and client loyalty

Skills

- Communication skills
- Adaptability skills
- Work ethic
- Interpersonal skills
- Problem solving skills
- Critical thinking skills